



Commission de Surveillance  
du Secteur Financier

# SUBMISSION OF A GENERAL COMPLAINT ABOUT PROFESSIONALS TO THE CSSF

For submitting your complaint please use the complaint form below and follow the instructions that are specified therein.

Your complaint may be sent **by post** to :

Commission de Surveillance du Secteur Financier  
Département Juridique CC  
283, route d'Arlon  
L-2991 Luxembourg

You may also send your complaint **by email** to: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

1. General information	
<b>1.1. The complainant is a natural person</b>	
Last name of the complainant (as indicated on the ID card or passport)	
First name(s) of the complainant (as indicated on the ID card or passport)	
Address of the complainant's domicile	
<b>1.2. The complainant is a legal person</b>	
Name of the company	
Name of the legal representative of the company	
Registered office	
<b>1.3. Representative of the complainant<sup>1</sup></b>	
Last name, first name of the representative Capacity of the representative (e.g. lawyer)	
<b>1.4. Contact details</b>	
Address (street and number)	
Zip code	
City	
Country	
Phone number	
Mobile phone number	
Email address	

<sup>1</sup> The complainant has access to the procedure without having to be represented by a lawyer or a legal adviser. The complainant may also seek an independent opinion or be represented or assisted by a third person at all stages of the procedure.



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## 2. Professional aimed at by the complaint

Name of the professional concerned by the complaint

## 3. Details of the complaint

The complaint shall include a detailed description of the facts<sup>2</sup> underlying the complaint, if applicable, a description of the steps that have already been taken (the description of the complaint may also be attached as a separate document to the present form). If possible, the complainant should refer to the legal provisions concerned.

The complaint can be filed in Luxembourgish, German, English or French.

<sup>2</sup> If the underlying facts are complex and manifold, a chronological presentation may prove useful

#### 4. List of the documents to be attached to the complaint

Please attach a copy of each of the following documents to your complaint:

**Document N°1**

If the complainant is a natural person: a copy of a valid ID card (ID card, passport or similar document).

**Document N°2**

If the complainant is a legal person: a copy of a valid ID card (ID card, passport or similar document) of the natural person legally representing the legal person and, where appropriate, a valid copy of an official document (e.g. excerpt of the commercial register) showing that the representative may represent the legal person.

**Document N°3**

If you are a third person (e.g. lawyer) representing the complainant (natural person or the natural person legally representing the legal person): copy of your power of representation.

**Document N°4**

Please enclose a copy of the documents that are useful for the understanding of the matter, e.g. a copy of your customer agreement concluded with the professional, mail (including e-mails) exchanged between you and the professional or any other entity concerned (if necessary).

#### 5. Required confirmation

Please confirm/agree as follows:

I hereby expressly acknowledge that my personal / the data of the person I am representing will be processed within the present procedure with the CSSF. Further information on the processing of personal data are available on <https://www.cssf.lu/en/terms-of-service-and-privacy-policy/> .

Yes  No

**Signature**

**Date and place**